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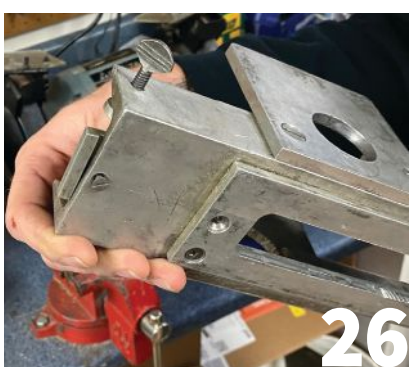


COVER FOCUS: Electronic Security

10 SMART LOCKS: 5 THINGS TO KNOW
Most people these days associate the smart lock with the mobile credential that allows for access. The future of electronic security is connected and mobile, so security pros have to get smart about smart locks to make money.

16 DON'T BE ALARMED
Door alarms are the missing link between security and access control. The alarms provide quick, manageable alerts about propped doors or unauthorized exits through egress doors that can't be locked.

PRODUCT FOCUS

20 MUL-T-LOCK SMARTAIR
An upgraded escutcheon and a padlock are the latest additions to Mul-T-Lock's SMARTair lineup. The SMARTair i-max battery powered narrow escutcheon and the SMARTair i-gate all-weather smart padlock are aimed at the multifamily housing market.

Commercial/ Residential Hardware

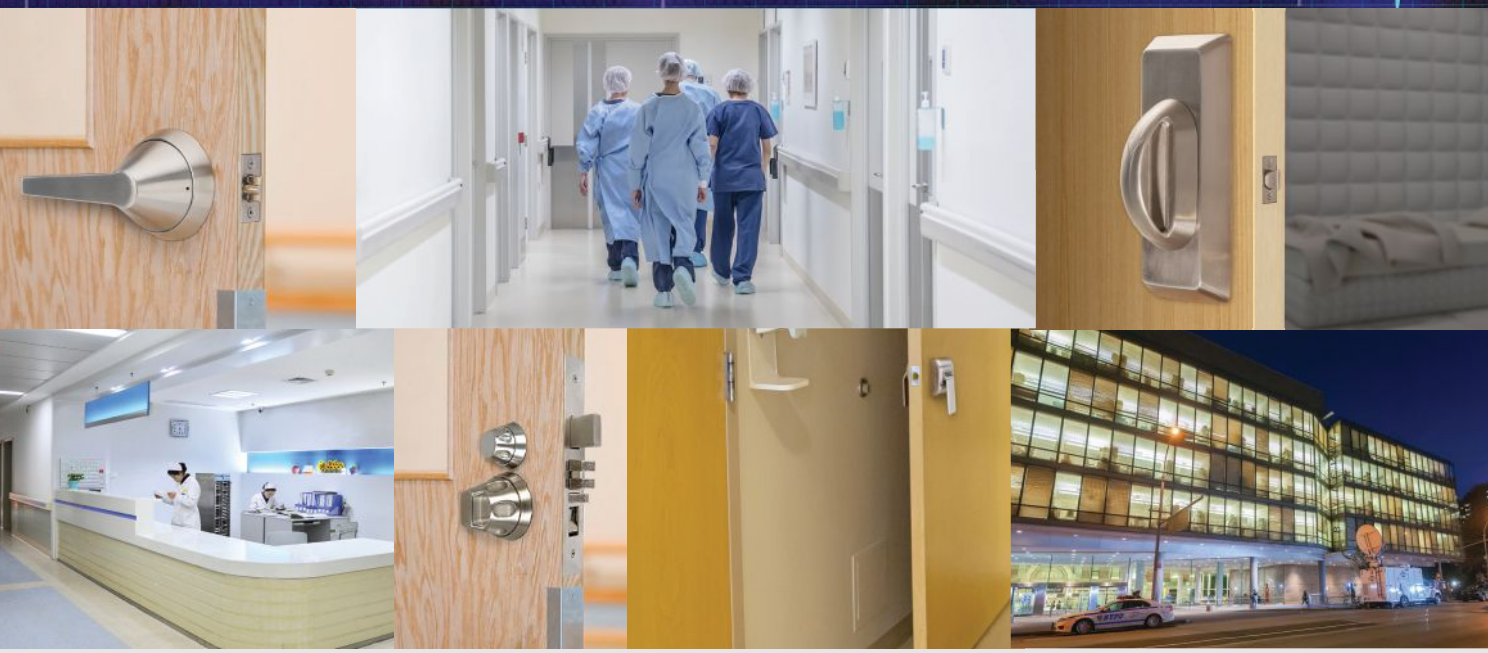
24 TOUCHLESS ACTUATOR CONSIDERATIONS
Installing or replacing a manual switch with a touchless actuator is easy, provided you ask the right questions. Begin by determining whether the door is in a low-traffic or high-traffic area and whether low touch or no touch is required.

40 BEHAVIORAL HEALTHCARE
Part two of Locksmith Ledger's roundtable discussion addresses the issues of security and safety in behavioral health facilities. Five industry experts provide different perspectives.

Tools & Equipment

26 JIGS, TEMPLATES AND MORTISING TOOLS
The correct equipment can speed up any installation process, but careful measurements, a tape, a square and a pencil are still important.

Protecting Healthcare & Budgets for a Lifetime



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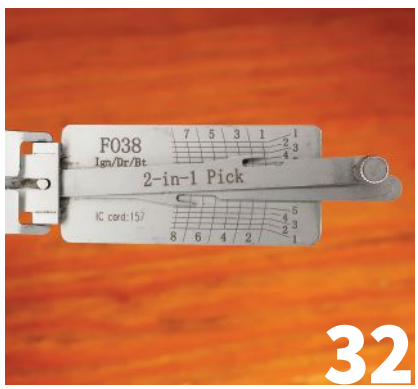
Contents

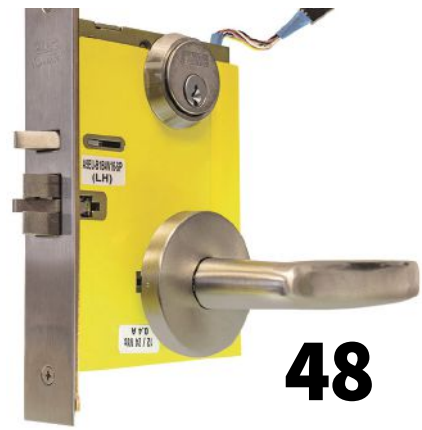
Automotive

32 **LISHI: THE RIGHT PICK FOR AUTOMOTIVE**
Lishi 2-in-1 tools make jobs easier, and they just keep getting better. Lishis have pretty much eliminated the necessity to pull door panels and make the use of a car-opening tool rare.



Trade Show/Education

48 **ISC WEST PRODUCT SPOTLIGHT**
We take a look at some of the new products that will be on display at the upcoming ISC West Expo, March 22-25 at the Venetian Expo in Las Vegas. Booth numbers are provided for your convenience.



COLUMNS

8 Editorial
58 The Back Page

DEPARTMENTS

52 News Briefs
52 People & Places
54 Market Place
55 Hot Spots
55 Classifieds
57 Calendar of Events
57 Index of Advertisers

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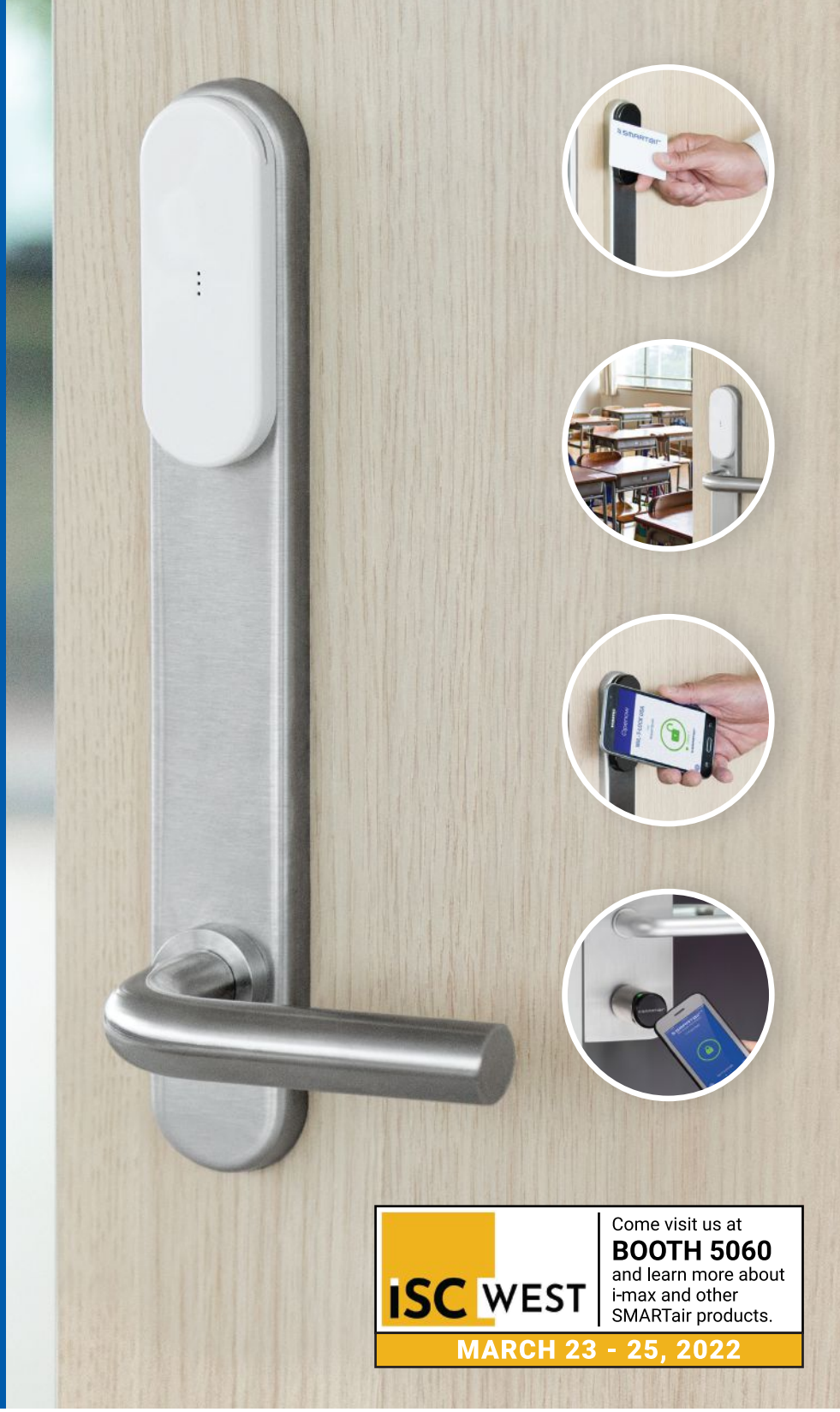

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by Steve Lasky, Editorial Director

Customer Service Can Make or Break a Business

During these tumultuous times, small businesses and their collaborative partners must enjoy a symbiotic relationship to survive and thrive. For locksmith businesses across the country, the link between their shops and their vendors and product distributors is a key bond, particularly as supply-chain issues create disastrous wait times for product delivery.

The investment in customer service that organizations make can ignite what strategists refer to as the "flywheel effect," which occurs when small wins accumulate over time and keep a business growing. This concept is a driver for business best practices that preach investment and prioritization of customer service to help to acquire customers, show loyalty to existing customers and aid in brand recognition.

That brings me to the point of my comments this month. I make a habit of perusing locksmith-related social-media sites. If you don't, and many might not because of time or a lack of interest, you're missing out. Whether it be Facebook, Twitter or industry discussion forums, it's an effective way to keep up with what fellow locksmiths are saying. Recently, customer service, or the lack thereof, has been a hot topic.

There seem to be issues among locksmiths with a distributor's alleged inability to provide basic customer service in the form of unexplained delays in response to questions or no response at all.

Take, for example, the problems faced by one locksmith who recently purchased a key machine. When he received the machine days later, he says he noticed that the key clamp on the device was used and damaged. OK, he thought, maybe the manufacturer had sent the distributor the wrong key machine.

The locksmith immediately called customer service for the manufacturer and distributor, not once, but several times, and didn't receive follow-up explanations from either. Eventually, he was contacted by the manufacturer, which sent a new key clamp. However, almost immediately, he says other problems arose with the machine, such as excessive vibration from a depth mechanism that was sticking.

After taking his complaints to social media, he found that his customer-service woes weren't isolated. The bottom line: Customer service seemed to be treated as an afterthought.

The experiences of these locksmiths also should serve as a lesson for their own businesses. A well-trained customer-service team can reflect a positive company image as well as help you to attract and retain customers. A poor staff just as easily can ensure disaster.

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by Will Christensen

5 Things to Know About Smart Locks

The future of electronic security is connected and mobile, so security pros have to get smart to make money.

Although it isn't true that every electronic locking device made today is a smart lock, it sure seems as though it is.

Smart locks, of course, are locks that do more than just secure a door. Typically, in their most basic form, smart locks are meant to provide information to the end user about who entered what door when (the audit trail) in addition to controlling access to that door.

These days, smart locks increasingly are linked with smartphones. Most end users make the association because of the mobile credential that unlocks the door through either a Bluetooth or near field communication (NFC) connection, either at the lock or the credential reader, but there's also the issue of being able to grant or revoke access at any point from any location.

SARGENT

» Most people these days associate the smart lock with the mobile credential that allows for access.

But that's only a starting point — a basic introduction into the world of smart locks. Here are five things security pros should know about today's smart locks.

1. They're Dumber

Didn't see that twist coming? Make no mistake: Today's smart locks provide more information and features than ever before, but how they do it has changed quite a bit.

These days, it's all about the credential, says Ron Shaffer, vertical business leader for education at SALTO Systems. Previously, smart locks that weren't tied into a wired electronic access control (EAC) system were accessed by

so-called static credentials — PIN codes, cards and fobs. Any information about who, when and where, had to be stored or verified at the lock, or it had to be part of an EAC system, and with respect to the latter, "your reach is only as far as the copper can go," Shaffer says, noting that your ability to access data had limits.

Mobile credentials, however, are dynamic, which means that in addition to the information being stored on a mobile app, they're always connected to the internet. That means you can access the audit trail at any time from anywhere you have a connection as well as update the credential.

"The lock doesn't have to be as smart," Shaffer says. "If the lock is dumb, it can be out in the middle of a cornfield or two states away. [Someone] can call me, and I can send access to his cellphone."

Mobile credentials also satisfy the necessity of key control, which is why they continue to make inroads in the world of security. Smart keys and cards also deliver dynamic credentials, but smart keys and cards still must be accounted for and still tend to be lost more easily.

Lost cards and keys of any type run up to $1 million in replacement costs per year in some cases, says Dave Carbone, sales engineer for ASSA ABLOY Opening Solutions.

"People aren't going to lose their phone," he says.

2. Installation Is No Big Deal

Not long ago, smart locks required wiring, a hub or both to install on a door and process information. This was true regardless of whether the application was residential or commercial.

Installation still can go that route, and depending on the application, that might be preferable, but smart locks increasingly are going wireless through battery power. A battery-powered lock typically requires less drilling, less time and, obviously, less if any running wires.

That's all well and good for a new installation, but what about a retrofit when a customer wants to upgrade to mobile-based EAC?

The good news is such an upgrade isn't necessarily a problem for the installer, according to Christopher Baggett, systems engineer of Loc-Doc Security in Charlotte, North Carolina. The biggest concern likely would be the wiring around a legacy reader.

"It normally comes down to replacing the wiring for the card reader," Baggett says. That's because many readers in the field don't have the proper wiring to handle the increased data exchange between the reader and a smartphone. "They need 22-gauge solid wiring in order to work properly, and they need to be shielded." Otherwise, the reader might not be able to send the correct data or even receive the correct power to operate effectively.

As far as replacing the locking equipment, what has to be done might depend on the device or devices. For example, a reader by ASSA ABLOY company HID that uses the company's multiCLASS technology won't have to be replaced. All that's necessary in making the jump to mobile is a firmware upgrade, Carbone says, which can be performed remotely over the internet. An HID reader that doesn't have multiCLASS technology, however, would have to be replaced to recognize the mobile credential.

Other companies might handle a retrofit differently, which is important to note, because mobile credentials tend to be proprietary, says Rob Goff, vice president of product at RemoteLock. "I think the norm is going to be that you're going to be replacing your readers and locks."

Even so, Baggett says that isn't much of an issue for a seasoned security pro, aside from any wiring issues, of course. It's just a matter of making sure the hole pattern of the lock to the door is correct or adding a remodeler plate as necessary.

3. Enrollment is Easier

More smart locks today are IP locks, which means connecting them and then accessing information is little different from connecting any other electronic device, such as a computer printer or a smart thermostat, to the internet.

Goff outlines the process thus:

- You create an account through a mobile app or web app on a computer.
- You register the locking device through the account.

That's it. The EAC system then "discovers" the lock just as your computer would find an IP printer. After that, the system can begin to generate credentials for that locking device.

The generation process isn't much different when mobile credentials are brought to bear. The only additional information that's necessary is an email address for each user. This is necessary for the issuer to send the proper code for the lock in question to the user's app that handles the credential.

"If an installer is used to crossing over into the registration and setting up PIN codes, what mobile credentials add is almost negligible," Goff says. "Most of these [mobile EAC] platforms have it built in and make it easy."

But the real benefit is time. Baggett mentions how an old card-based system would take as much as 20 minutes per credential to enroll a user into the system by tapping the card to the lock and punching in a code. Now, extrapolate that out to dozens if not hundreds of users and multiple locks.

"It could drive you crazy," says Joey Dalessio, president of Keyincode, of the time taken up during the enrollment process in nonmobile systems. He notes the case of a client that required

programming 300 cards into six different locks. "It takes a long time." With a mobile system, such a process can be handled in minutes.

4. Education is Key

This takes on a couple of forms. Of course, you have to be educated in how the smart locks and mobile credentials that you sell and install operate, and you have to be able to explain that adequately to the customer so they will have a good experience. As with mechanical and other nonsmart locks, there are few standards. Every manufacturer does things a little differently, and you should be aware of the nuances among products.

Second, as with other locking solutions, you have to educate yourself as far as what the customer wants the lock to accomplish. This is perhaps the most important education, Dalessio says, because it will help to determine the type of lock selected, the credential, the type of connection (battery power is problematic in cold temperatures) and even the administration of the EAC system.

"It's no longer one size fits all," he says. "It's 'what do you want to do?'"

Key questions to ask include:

- Where will the lock be located?
- How will it connect with the system?
- How many people will use the lock?
- How frequently will they use it?
- How do you plan to manage the system?

Goff says "flexibility" might be the most valuable feature of a smart lock, and it's good to keep "an arsenal" of smart locks on hand to best match the lock with the application.

Finally, you might have to educate the customer about expectations and the big differences between a DIY smart lock that they might have installed themselves at home and a professional smart lock for their office.

It should go without saying that there's a huge difference between residential and

» Keyincode KIC5510

commercial smart locks. However, Glenn Younger, president of Grah Lock & Safe in San Diego, notes that not all customers grasp the differences, particularly when they look at the typical difference in price between a residential lock bought online or at a big-box store and a professional-grade lock bought from a security pro.

"It creates an expectation that 'for $59, $100, I can put a lock on there, and it works great on my house, and that's exactly what I want on my office,'" he says. "But when they actually go to put it on their office, they say, 'How come it's working great on my home, but I'm having to replace the batteries every month?' Well, it's your office. It's getting used 50 times a day. At home, it's getting used twice a day."

Younger also notes the corresponding differences in durability, connectivity and performance. Simply, commercial-grade smart locks last longer, are more flexible as far as installation with Power over Ethernet (PoE) or wired options and can do more.

Baggett says performance is of particular importance with his customers.

"Can I get the event tracking that I need out of it? Can I get the activity tracking that I need out of it," he says of the wide spectrum of smart locks that are available. "If I can't assign different PIN codes or a different fob to a bunch of different people and be able to keep track of that easily, what good is it really doing me?"

5. There's Money to be Made

Again, there's an obviousness to this: If you sell and install any locking device, there's money to be made during the transaction for the product and your labor.

However, when you sell a smart lock, there's an additional opportunity for that all-important recurring monthly revenue (RMR), typically in the form of an EAC software subscription service.

In such a subscription, the price of the software is paid out in small increments over time instead of one lump sum. This keeps the price of entry low, and it allows the security pro to charge more and pocket the difference. Dalessio notes that in some cases, it might make it so the customer pays the price of the smart lock twice over but is satisfied because of the service provided.

The same thing can be applied to lock maintenance as well. The biggest drawback for a battery-powered smart lock is that batteries have to be replaced at some point. So, you can build that into a lock maintenance service agreement where you provide new batteries annually, along with other items, such as lubricant for the lock or door hardware.

"Fifteen percent of the people will absolutely do it, and up to 30% will do it if they see value," Dalessio says. "All of a sudden you have a nice recurring revenue."

Now that you're smarter about smart locks, depending on what your customers are looking for, here are a few options to consider:

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» Corbin Russwin IN Series

aimed at providing flexibility in potential solutions. The series of smart locks pairs an electrified lock with an HID multiCLASS reader.

The series includes different battery-powered options (IN100 and IN120) or PoE (IN220) and allows for different methods of connectivity to the internet. IN120 locks connect wirelessly to a customer's standard internet system, while IN100 locks use ASSA ABLOY's Aperio technology to connect with an Aperio hub that then connects with the customer's internet via Wiegand, RS-485 or IP. The Aperio technology also means that the installation at the door is wireless.

Each series within the IN Series comes in cylindrical, two mortise, exit device trim and even multipoint locking variations, with different trim options between the Corbin Russwin and SARGENT brands.

As for credentials, the IN Series supports a wide range of high- and low-frequency credentials, including mobile. The IN120 and IN220 also have a keypad option for PIN codes or dual authentication.

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Keyincode 4510, 5510, 6510

Keyincode's battery-powered smartlock lineup allows for multiple credential types, including PIN via the locks' built-in keypad and mobile. Management can be handled remotely through Keyincode's K3 app for added flexibility.

» Keyincode KIC6510

However, the locks have different ANSI grades and, thus, different prices, which allows for flexibility with respect to a customer's budget, Dalessio notes. The KIC6510 is a Grade 1 cylindrical latchbolt aimed at high-traffic and exterior applications. The 5510 is a Grade 2 mortise tubular latchbolt aimed at standard-duty applications, while the 4510 is a Grade 3 mortise tubular latchbolt meant for low-traffic doors, such as utility rooms or storage closets.

All three locks come with manual key override and field-reversible handing.

More info: keyincode.com

SALTO XS4 Original+

The XS4 Original+ is SALTO's latest smart lock, and as you might suspect from the name, it's an update of the XS4 Original.

It has the same mechanics and mostly the same design. (The reader has been streamlined.) As with the XS4 Original, the XS4 Original+ is compatible with standard ANSI cylindrical or mortise locks.

What's different is the XS4 Original+ is embedded with SALTO's BLUEnet wireless and SVN-Flex technologies. These provide for faster transmission of data, better battery life and improved EAC performance, so credentials can be updated at the door.

Another difference: The XS4 Original+ is compatible with SALTO's JustIn mobile credential for Bluetooth or NFC, as well as several versions of MIFARE card credentials. It also is compatible with all SALTO EAC platforms present and future, Shaffer says.

"The same look and design, just more compatibility," he says.

More info: www.saltosystems.com/en-us

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by Tim O'Leary

~~Don't~~ Be Alarmed

Door alarms are the missing link between security and access control.

Electronic access control (EAC) systems generally focus on controlling access through doors, managing cardholders, powering the door locks and tracking or logging system activities. They don't provide quick, manageable alerts about propped doors or unauthorized exits though egress doors that can't be locked.

Door alarms can fill this void, and that's why they've been in use for the past 50 years, with improvements to reflect advances in technology.

Door alarms sound an audible and possibly visual signal from a controller located near an opening, typically on the door frame or a nearby wall. Some door alarms are free-standing self-powered devices, but they can be powered centrally and connected to a central control unit. More recently, door alarms have been integrated into other products, such as deadlock paddles, exit devices and maglocks, so they provide additional functions and represent a better investment for the end user.

The Old Days

On numerous projects, to fulfill a client's request, I engineered door alarms by using outboard timers, sirens and switches. Because door alarms don't affect the locking and unlocking of a door, there are few code consequences to doing this.

One of my early employers manufactured early versions of current door alarms. One of our products mounted on the door and had an integral door sensor, a horn, a visual indicator and a key switch. The alarm could be turned off for those times the door could be used without annunciation. Another model had an additional entry-delay feature, so if the door opened and reclosed within the allotted time, no alarm would sound.

» Detex EAX-300W battery-operated weatherized alarm

Our third product had control boxes that had terminals for a door sensor, internal horn, light and key switch. The device was hardwired back to a central multizone panel. We had a five-zone cabinet and a 10-zone cabinet. This provided identification of door status by zone and the ability to disarm and arm each zone. These panels were used in embassies, prisons, mental institutions and large retail stores.

Today's Market

Security alarm systems typically don't provide zoned alarm voltage outputs for visual or audible annunciation. In fact, most alarm systems are limited in function, with few options for customization.

The average alarm system is composed of two door contacts, a motion sensor and a keypad or control. Oh yes, and don't forget the central-station monitoring contract.

» Detex battery-powered EAX-500 exit alarm

An important new technology differentiator is that video surveillance and real-time offsite monitoring are available options for alarm and EAC systems.

Self-powered door alarms are relatively simple to install, often require no external wiring and don't affect egress through the opening. Locking a door to prevent egress is illegal in most cases, and the next-closest alternative — delayed egress — is considered to be a special locking arrangement that's costly and requires approval from the authority having jurisdiction prior to installation.

Door alarms can alert occupants when a door is ajar, open too long, propped or unlatched. This helps to deter piggybacking, which is when unauthorized individuals follow a credentialed individual through the door, and passback, when building occupants enter through an emergency exit door.

» Detex EAX-411SK door prop alarm

Detex Weighs In

Locksmith Ledger interviewed Detex sales engineer Joy Skowron and product manager Juan Hernandez about exit alarms. Here's what they had to say.

Locksmith Ledger: What Detex products fall into the definition of a door or exit alarm?

Detex: Detex has battery-powered exit alarms (EAX-500, EAX-500W weatherized), hard-wired exit alarms (EAX-2500, EAX-2545) and a timed bypass alarm (EAX-3500).

We also have battery-powered door prop alarms (EAX-300, EAX-300W weatherized), hard-wired door prop alarms (EAX-411SK) and a door management alarm (EAX-4200).

LL: How have they evolved over the years?

Detex: They started with metal covers and back boxes. Most of the activation was accomplished by using mechanical components. This changed to the current material — ABS plastic — designed for use on all types of requirements as well as weather conditions. Current alarms have features that can be activated locally, a big change.

LL: Where are they used?

Detex: Some of the common uses are in hospitals, schools, retail stores, assisted-living facilities, warehouses, nurseries, museums, athletic facilities and back doors.

Weatherized prop alarms are becoming popular on gates for pools and secured areas. These are just a few examples, but the applications are endless.

One creative use is that some traveling groups or teams use hook-and-loop strips to temporarily affix a unit to hotel room

» Detex EAX-2500 hard-wired exit alarm

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» Detex EAX-3500 exit alarm with timed bypass

doors to combat curfew infractions.

LL: What are some advantages of exit alarms?

Detex: Exit alarms in general are great for making sure that unattended doors aren't used or exited through.

Timed-bypass alarms are great for back-door use. When trash has to be taken out or a delivery must be made, the alarm can be bypassed for a set amount of time, and the alarm will go off if the door isn't closed within that set amount of time.

Hard-wired exit alarms have many advantages, because they can tie into new or existing door-monitoring or security systems. This allows remote monitoring of door status and localized monitoring via the sounder, which provides maximum coverage.

Advantages to battery-operated models are that they're loud and, by virtue of their size and battery operation, affordable.

LL: Are there fire-rated and nonfire-rated exit alarms?

Detex: The EAX-300 and EAX-500 are UL classified as "Fire Door Accessories." They aren't "fire rated." This is because they're an add-on alarm and not a function of keeping doors locked, closed or opened.

LL: Which of your products protect against unauthorized door activities?

Detex: Advantex and Value Series exit devices have alarms installed in the panic bar and come in hard-wired, weatherized and battery-operated models.

Go to www.detex.com for more information about Detex door alarms.

Certain facilities require special systems, and the locksmith should be familiar with the products, technologies and techniques available to meet those requirements. Below are some of the options on the market.

Alarm Lock alarms

Alarm Lock offers the PG21, PG30 and PG30KPM multifunction door alarms. These surface-mount, narrow-stile microprocessor-controlled door alarms increase security at any single or double door. They include a 95-decibel alarm, entry delay, key-removal and auto-shutdown or reset options.

Sirenlock Models 250, 260, 700 and 710 are UL listed panic alarm deadbolt devices that restrict unauthorized use of exit doors by sounding an alarm. They also provide instant egress during emergencies. SirenLock Model 715 is a delayed-egress exit alarm.

More info: www.alarmlock.com

Securitron DPA Series

Securitron's door prop alarm is designed to detect and deter a door from being left propped open.

The DPA series consists of a multifunction microprocessor-controlled timer. This sophisticated door prop alarm has numerous functions and options that permit tailoring the product to the specific requirements of the end user.

More info: www.securitron.com

» Securitron DPA

» SDC EA-728 exit alarm

STI Exit Stopper

The Exit Stopper can serve as an inexpensive door alarm and help to stop theft by alerting clients to any unauthorized exits or entries through emergency exit doors.

This self-contained unit can be mounted on top of or next to almost any door. A wireless version also is available.

In exit alarm mode, the alarm can be set to sound for 30 seconds, 3 minutes or indefinitely (unless disarmed by using the key supplied or until the battery is drained). In annunciator mode, it announces door entry or exit with two beeps repeated five times.

More info: www.sti-usa.com

SDC EA Series

SDC EA Series door prop alarms are compatible with all EAC systems but also can function as a stand-alone solution. All SDC door prop alarms feature audible sirens, adjustable timed delay, two outputs, a bypass status indicator light and vandal-resistant aluminum construction.

The EA Series is available to install in single-gang or double-gang enclosures, and the exit alarms have optional keylock and mortise cylinder reset or bypass switches.

More info: www.sdcsecurity.com

Tim O'Leary is an experienced security consultant and a regular contributor to Locksmith Ledger.

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Mul-T-Lock Adds to SMARTair Lineup

An upgraded escutcheon and a padlock are the latest offerings.

» Mul-T-Lock SMARTair i-max

Increasingly these days, an electronic lock has to be two things: It has to be smart, and it has to be wireless.

Mul-T-Lock USA, a division of ASSA ABLOY, released two electronic locks that satisfy both criteria and are aimed at the multifamily-housing market:

- The SMARTair i-max is a battery-powered narrow escutcheon that can be used with cylindrical or mortise locks on a number of types of doors.
- The SMARTair i-gate is an all-weather smart padlock meant to secure remote storage sheds or maintenance areas.

The i-max is an upgraded model; the i-gate is a new addition to the SMARTair line.

Upgraded Escutcheon

Mul-T-Lock improved the durability of the i-max. It's aimed at common entryways, including front doors, because of its design, but it also can be placed at high-traffic shared-space doors that take a fair amount of abuse, such as a delivery room.

In addition to a stronger chassis, the i-max delivers a substantially longer battery life than its predecessor — an improvement of about 50 percent over the previous version. That means a range of 75,000–105,000 cycles on the escutcheon's three AA batteries, depending on use. The i-max is certified ANSI/BHMA Grade 1, and it carries a higher environmental rating than the previous escutcheon.

Although it can be used on exterior doors, the i-max would require a weatherization package if it were to be outside all the time, such as on an uncovered pool gate.

The i-max is meant for new construction and retrofit applications and will work with most manufacturers' locks. The i-max comes with a door template, and you might have to drill a couple of holes depending on the type of mortise case on the door. Scarring rings are available, and at more than 11 inches in height, the i-max will cover any existing prep. The only "wiring" involved is connecting the escutcheon reader with the battery pack.

In other words, it should be simple for locksmiths to retrofit. Nevertheless, Mul-T-Lock will make sure that installers understand the process thoroughly by becoming certified in the product through in-field training. A Mul-T-Lock consultant will accompany the installer on their first few installations, anywhere in the United States, and go through each part of the procedure along the way to make sure the installation is handled correctly. Although the first lock is expected to take some time to install, a complete retrofit should take about 20 minutes after the installer has been trained properly.

The i-max is compatible with multiple credential types, including mobile as well as HID iCLASS, DESFire and MIFARE radio-frequency ID card credentials. An optional keypad would allow access in case a card or phone was misplaced. The keypad also could be used if a customer wanted to set up two-factor authentication through producing a card and PIN.

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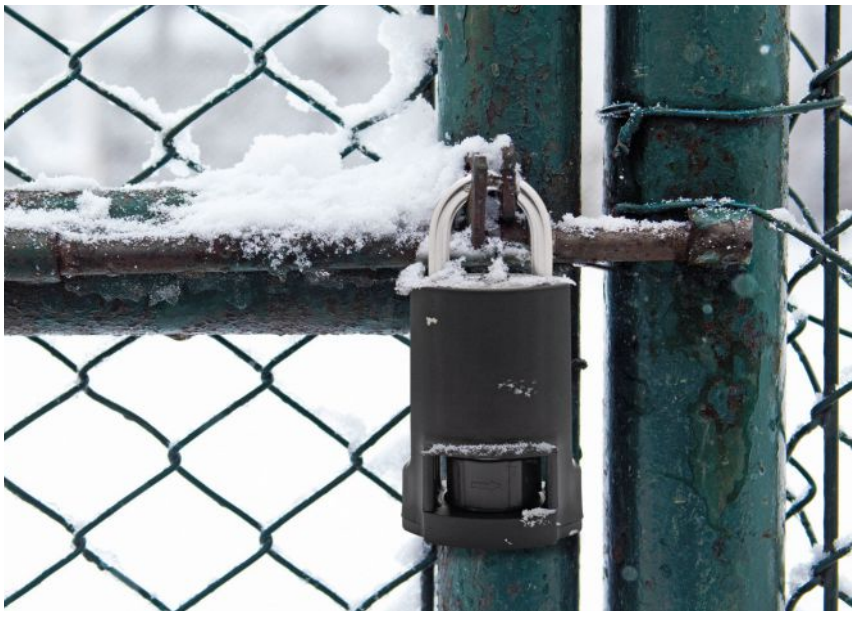

» Mul-T-Lock SMARTair i-gate

The i-max allows for remote access control and system management, including audit trails and credential authorization or deletion, through connection with a SMARTair hub. Plus, the lock's functionality can be expanded through firmware updates, so a customer could add a feature to the lock after purchase and installation.

The operation and management of the lock are handled by separate apps. Openow acts as the credential; Smartair provides the management. Mul-T-Lock is working on a single app that would handle everything that's expected to arrive later in 2022.

Padlock Added

The SMARTair line includes smart cylinders, residential locks, cabinet locks and wall readers. The platform also now includes a padlock, the i-gate.

The i-gate has the same access capabilities as the i-max. After presenting your credential (phone or card) successfully, you rotate the button near the bottom of the lock body to pop the shackle. The lock is IP68-certified for outdoor use in any climate.

The i-gate takes a single 3-volt CR2 lithium battery, which is expected to last 60,000 cycles or two years in standby mode. The battery is changed by removing two screws at the bottom of the watertight rubber shell that guards the reader and padlock body to reach the battery module.

The lock's stainless steel shackle has a 1-1/4-inch height, and other shackle heights are expected.

Features: (i-max)

- Nonhanded
- ANSI A115 prep modified for through bolts
- Wood doors, aluminum profile doors; glass and emergency egress doors optional
- ADA-compliant levers
- Door widths: 1-3/8 in., 1-3/4 in., 2-1/4 in.
- Four operation modes: Standard, Passage, First user, Double user
- Additional access control features: Time schedules, door-status indication
- Memory capacity: 3,000 users and the last 1,200 events
- LED (red/blue) or (red/blue/green) indicates authorization, battery level
- Privacy feature with interior thumbturn optional
- Mechanical key override optional
- Four lever styles, plus custom
- Eight finishes, including black or white, plus antibacterial option

(i-gate)

- Memory capacity: 3,000 users and the last 1,200 events
- LED (red/blue) indicates authorization, battery level
- Battery module maintains clock and calendar for five minutes without batteries
- Shackle diameter: 11/32 in.
- Length: 6-25/64 in.

More info: www.mul-t-lock.com/en-us

» The SMARTair lineup.

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by Kerby Lecka

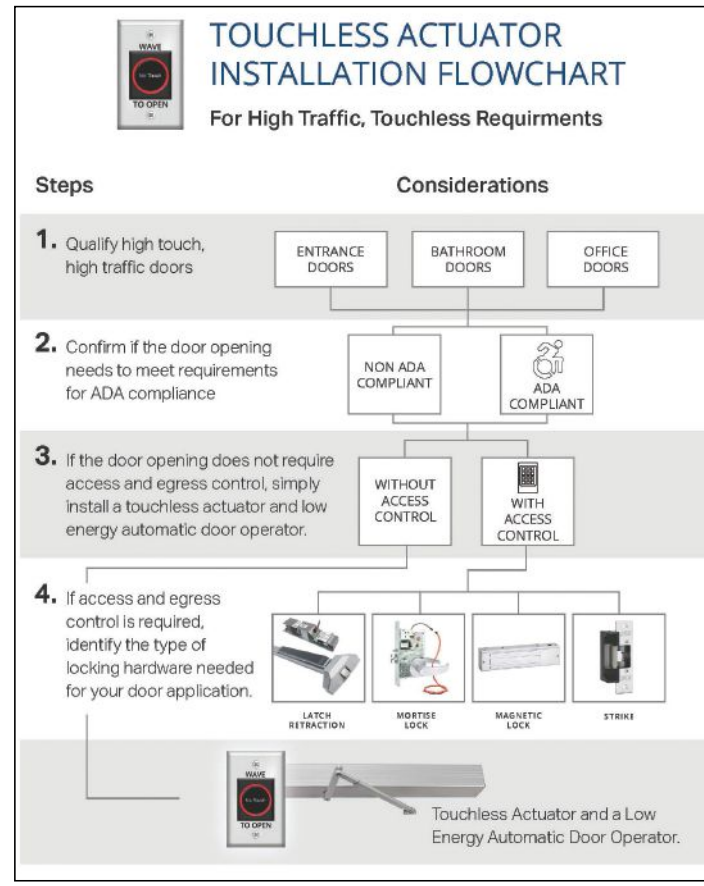
Touchless Actuator Installation Considerations

Installing or replacing a manual switch with a touchless actuator is easy provided you ask the right questions.

Thanks to the pandemic, touchless, hands-free door control solutions and accessories have almost become a standard practice instead of an application-specific option for specialized requirements. Almost every electrified door component and access control system manufacturer offers some key element or turnkey solution to reduce contamination and the spread of infections from COVID-19, influenza and other communicable diseases.

A basic product component of these offerings are touchless actuators, also known as touchless switches. These actuators require only a simple wave of the hand in front of them to activate a switch and control electric locks or strikes, maglocks or automatic door operators for entry or egress.

If there's a request to convert or replace an existing switch (key switch, push switch, etc.) that takes physical contact to activate an electric door-control component for entry or egress, installation can be as simple as removing the old switch and wiring in the new touchless actuator. But, if you're installing a touchless actuator to control door entry or egress where there has been no switch, you'll have to consider the door opening before you begin the installation process.



SDC

Door Considerations

Begin by determining whether the door is in a low-traffic or high-traffic area and what the objective is for installing a touchless actuator. Is this for low-touch convenience or for a truly hands-free, touchless solution? If it's low touch only, chances are you can pair the actuator with the existing electrified locking hardware and you're finished.

But if a truly touchless solution is desired, you have several choices. Typically, touchless solutions are applied to high-touch, high-traffic doors to eliminate touchpoints and improve facility cleanliness. On a door that has nonlatching hardware, you can pair a low-energy swing-door operator with a touchless actuator to create a hands-free hygienic system. By placing a touchless actuator on the outside and inside of

the doorway, the door operator can be activated by the wave of a hand for access and egress while still meeting fire and life-safety requirements.

You should qualify any high-touch, high-traffic door at entrances, meeting rooms, offices or bathrooms that can be upgraded to help businesses, facilities and campuses to stay safer. If the door opening doesn't require access and egress control, simply specify or install an automatic door operator and a touchless actuator to accomplish your goal. This hands-free solution can be a quick and easy retrofit opportunity.

The pairing of touchless switches and a door operator on a nonlatching door also might meet Americans with Disabilities Act (ADA) requirements if the door has "Activate Switch To Operate" signage on both sides of the door. Be careful though, because as this is an area of interpretation by the local authority having jurisdiction (AHJ) who should be consulted before you proceed.

However, if access and egress control are required, identify the type of electrified locking hardware — exit device, lockset, maglock or electric strike — necessary to work with the automatic door operator and touchless actuator.

When you retrofit or design a hands-free door solution, invest in the time to identify other door openings that have or might benefit from access control and confirm the category of locking hardware necessary for that application. The Touchless Actuator Installation Flowchart (facing page) can guide your recommendation of a touchless actuator or a hands-free door solution.

During the pandemic, federal, state, county and local authorities published reopening resources and policy guidelines that pertain to retrofitting facilities to make them safer for public health. Some of these guidelines might be used to update building and safety requirements permanently and apply to new and retrofit projects. It's possible that many low-touch and touchless requirements will be here to stay. Touchless actuators are a convenient product solution that also is here to stay.

Keep in mind that even with national ANSI and ADA standards, building code enforcement that pertains to automatic doors and switch placement varies across the country. Consult your local AHJ for compliance requirements.

Kerby Lecka is director of marketing at Security Door Controls. Email: kerby@sdcsecurity.com.

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by Steve Kaufman

In the Field: Jigs, Templates & Mortising Tools

The correct equipment can speed up any installation process, but careful measurements, a tape, a square and a pencil are still important.

When I began locksmithing in the late '70s, I wasn't taught to use jigs. I'd use the paper templates that came with the hardware and hope I didn't drill all the way through a wooden door and wind up splintering the other side. When drilling a metal door without a jig, it was all I could do to not let the hole saw go wild and scratch the door.

Through the use of jigs, installations would be much less dangerous for someone like me who didn't grow up in a house full of tools and knowledge about using them. These days there's a jig or other installation tool for just about every job imaginable.

Rob Neville is a lock technician who works for Haddon Locksmith in Oaklyn, New Jersey. Locksmith Ledger spoke with Neville about the use of jigs, templates and mortising tools while on the job, and he shed light on life with and without the use of such aides while installing lock and door hardware.

Locksmith Ledger: How did you begin your career as a locksmith? Were you pretty handy before you started?

Rob Neville: I began in February 1997. I didn't know I was handy but picked it up pretty quickly. I was in a co-op program in high school, and I started out with a landscaping job before being laid off. I was told they could get me a job with a locksmith, and my response was "what the heck is a locksmith?" As long as I'm getting paid, I'll give it a shot.

LL: So, you went to work instead of school?

Neville: I went to school until 11:30 and worked part time in the afternoon. I started off in the shop, where most beginners do. I worked full time over the summer, and senior year was the same. As soon as I graduated, they offered me a full-time position.

» Rob Neville

LL: So, like most apprentices, you started in the shop learning the keyboard, cutting keys and helping customers?

Neville: Yes. I did all of that and prepping things for the road guys. I went out with a [technician] to do residential, auto and commercial jobs.

LL: Was the technician using jigs or templates to do installations back then? How were you taught?

Neville: If it were a brand-new installation, I used a square and a pencil. If there was an existing knob on the door and I was installing a deadbolt, I'd measure the backset of the existing knob and then go 5-1/2 inches up from the center of the knob. This was in case sometime in the future they decided to go with a one-piece handleset, for example. You'd mark the inside and outside of the face of the door and pilot the bit one-eighth of an inch into the door and do the same from the edge. Then, use a hole saw

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» Image 2: Neville shows his nested hole saw blades for steel doors.

to go halfway through one side and do the same from the other side to complete the hole.

LL: So, you didn't have to have many tools for that. It sounds like you're an advocate of using the square.

Neville: Correct. At that time, there was a lot of Dexter sold in the area, and in most cases, a 1-5/8-inch hole was used, so we'd have to enlarge the hole to accommodate most other locks, up to 2-1/8 inches. If it was a wood door, I'd use a brace and auger, and I loved the kit we used for that. It was a little messy but easier to clean up after than a regular hole saw, because the pieces of wood were bigger. If it were a steel door, I'd nest the hole saws. You put one inside the other. The smaller one was your guide, and the larger one cut the new hole. (Image 2)

LL: I learned to do everything more or less freehand, and I don't remember ruining many doors. Do you remember learning what not to do from experience?

Neville: I was with [another technician], getting ready to drill a metal door. Before I started, he told me to stand a certain way and lock my elbows in case it bites and skips all over the door and takes you with it, and that's exactly what happened. It skipped across the door and twisted my arms around to where I couldn't even let go of the trigger! He had to come grab the drill and bail me out.

LL: How much more prepared would you be today in that same exact scenario?

Neville: First, I'd make sure the hole saw is sharp. I'd go more slowly and angle the hole saw slightly, so it starts to take away metal on one side and gradually straighten out and go through. A jig would make it easier, like the Kwikset one. (Images 3 and 4) No measuring is needed; just clamp it on the door and go to town. Getting it started correctly is the key.

LL: Do you ever use the paper template that comes with levers, deadbolts, etc?

Neville: I don't. They're made of paper and add a step that's unnecessary when you're taught the proper way. I use this blue template when replacing a knob with a commercial lever, because you have to drill holes for the through bolts. (Image 5) This one isn't quite accurate for BEST levers but is for most others.

LL: Do you use anything special to mortise out the strike and edge of the door?

Neville: This [jig] you just fit into the 1-inch hole and mark it and chisel out the wood. (Images 6 and 7)

» Images 3 and 4: The Emhart door jig and tools for Kwikset locks.

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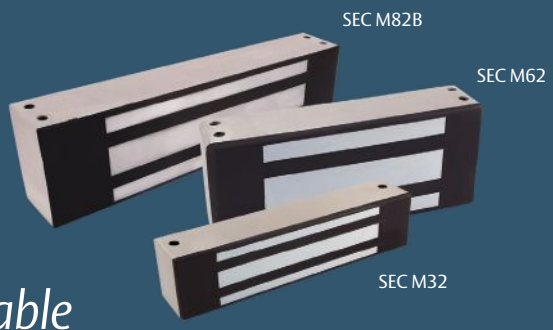

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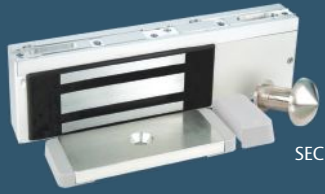

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» Image 5: A temple for Schlage and Falcon hardware.

LL: Do you have tools to help with door closer installations?

Neville: In most cases, I read the instructions and measure and mark accordingly. A tape, square and a pencil do the trick. If a closer comes with a self-adhesive template, like the LCN 4040 smoothie, then I'll use it by punching the holes and drilling from there. If it's a standard Norton type closer with that standard footprint, then I use the instructions and measure accordingly. Measure twice and drill once.

LL: How about exit devices? Are there any installation aides you're aware of?

Neville: If it comes with a template, I'll tape it to the door. I think the Von Duprin 99 device comes with a plastic template; you just mark it up to the strike. Actually, I think you're supposed to install the strike first, and then put the template up to the strike and then mark and drill for the through bolts.

LL: How about when you have to do a fresh installation of an Adams Rite-type lock on an aluminum storefront door?

Neville: For that, we have the router and jig. (Image 8) This one is for a 1-1/8-inch backset, and there are adapters to change the backset, like thirty-one-thirty-seconds of an inch, for example. I'll do this maybe three times per year. Sometimes you have to move an existing lock to accommodate other hardware being added. This kit also includes what you'd need to freshly install many electric strikes.

LL: Do you remember installing electric strikes without the use of such tools?

Neville: I've probably done most of them without the jig, because the faceplate cutout is already done, and then you just cut in for the actual strike body. I prefer using the jig, but the application doesn't always allow you to. I just did one last week where I couldn't properly get to the strike body part, because there was stucco sticking out, and I was prevented from fitting it on properly. The jig helped get me in the right spot, and I just had to finish it off by hand.

LL: It's typically much easier to replace what's there than do a fresh install. Do you allow for the "what ifs" that can happen?

Neville: In the case I brought up, we had to alter 43 out of 50 doors so they'd align correctly. It adds an additional 20 minutes per door, and that's lots of time. For a reason like this, it's beneficial to have the right tools for the job.

> In most cases, I read the instructions and measure and mark accordingly.

LL: Do you do fresh mortise lock installations?

Neville: I did a fresh pocket door lock install by hand, and it was time-consuming. If I had hair, I'd be pulling it out. After completing the job, Jim [Haddon, the owner] tells me, "we have a jig for it." I didn't know we had it, and we agreed I'd gladly use it next time.

LL: How would you go about training someone initially when it comes to

Rob Neville

» Images 6 and 7: A template allows for a cutout for an electric strike.

» Image 8: A jig for a storefront door

fresh installations? Use whatever jigs and templates that are available, or do it by hand at first?

Neville: I'd like them to begin installing by hand at first. I got used to doing it the old-fashioned way. The jigs can be somewhat quicker and easier and require less thought. I like to stay away from using them sometimes, because I don't want to possibly mark the door after squeezing the jig on too tight.

LL: It seems like there will be a tool, jig, template, etc. for almost all of the situations encountered by the locksmith. Have you ever been in a situation where you goofed and had to replace a door?

Neville: Fortunately, not. I've had scar-plate goofs that no installation tool would have helped me to avoid, more of a slip of the hand. Most of my goofs have involved metal doors and a runaway hole saw. If I had used the Kwikset tool we looked at earlier, I would've avoided that scenario.

If you're pressed for time, then use the jig. It might take a little bit [of time] to get it and clamp it on properly, but you'll be glad you did in the long run, because fixing a mistake can take way too long.

Steve Kaufman has worked for distributors in the locksmith industry since 1993 and worked as a full-time locksmith from 1978 through the 1980s. Kaufman is the sales manager for IDN Hardware out of its Philadelphia location.

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by Steve Young

Lishi: The Right Pick for Automotive Locksmiths

The 2-in-1 tools make jobs easier, and they just keep getting better.

» **Image 1: The HON66 Lishi 2-in-1 pick for four-track Honda and Acura locks**

I first encountered Lishi 2-in-1 tools at a trade show sometime around 2007 when I worked for Lockmasters. About a half-hour before the show opened, I was shown an assortment of new-at-that-time Lishi 2-in-1 tools and told I'd be demonstrating them during the show. I was more than a little surprised, because I never had heard of them before that moment. With only the vaguest notion of how they were supposed to be used, I started trying to pick a Ford door lock with one.

Surprisingly, I was able to pick it in short order. Soon, I got the feel for picking that particular lock and moved on to General Motors 10-cut and Chrysler eight-cut locks. As the day went on, I practiced and demonstrated what I had learned until I could pick any of the locks that we had in the display. During the show, I spoke with people who had more experience and slowly learned the "correct" technique for using the tools. By day's end, I felt pretty good about my abilities with these cool new tools.

The next morning, things got off to a slow start, as they usually do on Sundays. In looking at the picks that I had to play with, I discovered that one was for four-track Honda locks (Image 1), and we also had a Honda ignition lock. Rushing in where angels fear to tread, I decided to see whether I could pick it.

When it first picked, the lock turned only a few degrees, stopped and wouldn't turn back. After thinking about it for a few minutes, I realized that some of the split tumblers had dropped into the wrong slot, and I decided that I'd have to pick them free to finish picking the lock or turn it back to the key-pull position. I chose to pick it in the original direction and soon had it picked completely. I then practiced decoding the lock and wrote the cuts that I read. When I tried to turn it back to the original position, the split tumblers once again dropped into the wrong slot, but I was expecting that. After I picked it one more time back to the key-pull position, I could remove the pick and, more important, insert the working key into the lock without damaging the lock.

Sadly, the cuts that I came up with were close but not exact. With practice, I learned how to decode that lock correctly. For the rest of the day, I amazed other locksmiths by picking and decoding a four-track Honda ignition! That was a huge ego boost, and I left that show with a selection of Lishi 2-in-1 tools for the most common locks.

When I found myself out in the field again having to earn a living from my skills, the Lishi 2-in-1 tools made it a lot easier than it might have been. I own 42 different Lishi 2-in-1 tools. (Image 2) As far as I'm concerned, my Lishi tools are as important to my business as my van or my key machine.

The Lishi 2-in-1 tools have pretty much eliminated the necessity to pull door panels, and I rarely use a car-opening tool. Picking locks to unlock a car is a lot of fun, particularly when I see damaged doors from the attempts of others.

A 2-in-1 Primer

Now that you know how much I love my Lishi tools, let me describe what they are and how they work, just in case you never used one. Original Lishi makes a variety of tools, and not all of them are 2-in-1 tools, but for the purpose of this article, please assume that I'm

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» Image 2: My assortment of Lishi 2-in-1 tools is organized by how often I use them, with the most common near the front.

talking about only the 2-in-1 tools when I say "Lishi tools." These tools are designed to operate on a specific keyway, and the part number of the tool typically reflects that keyway. For instance, the HU101 tool is designed to work on locks that use the HU101 keyway. This would include modern Ford and Lincoln vehicles, Jaguar, Land Rover and a few others. So, you must have the correct Lishi tool for each vehicle that you plan to use it on.

A few years ago, I got trapped into making a key to an older Mitsubishi for a friend, and when I discovered that I didn't have the proper Lishi tool, I spent a miserable couple of hours fighting a door panel and one horribly positioned bolt on a rainy day when the temperature was just above freezing. The first thing I did after that job was to order the correct Lishi tool. I made keys to a similar vehicle a few weeks ago, and I was done in 10–15 minutes.

The hinged panel on any Lishi tool is used to provide turning force to the lock during the picking process. Just as with conventional picking tools, applying turning force to the lock is as important, and maybe more important, than manipulating the tumblers. After the turning force has been applied, the Lishi's two levers are used to manipulate the individual tumblers in the lock until the lock is picked. As with traditional lock picks, using the correct amount of turning force and varying the amount of force on the lock has a great deal to do with how successful you are at picking the lock.

After the lock has been picked, the two levers are used to decode the lock by way of the scale on the side of the main body of the tool. (Image 4). The scale shows the spacing and the depths for all eight wafer positions. If you're familiar with the Ford eight-cut door and trunk locks, you know that they almost always use only six cuts. The tumblers might be in positions 1–6, 2–7 or 3–8, but this one tool will handle all three options, and you quickly will discover the actual bitting of the lock after you begin to pick it.

The even-numbered tumblers are indicated on one side of the scale, and the odd-numbered cuts are indicated on the opposite side. When you place the tip of the probe lever on one tumbler and move it until it comes to a firm stop, the pointer will show the depth of that tumbler. After you record the depth, move on to the next until you decode the depths for all the lock's tumblers. If you then cut a key to the depths that you read, you should have a working key for the lock that you worked on.

In the Real World

The above description applies to a new lock in perfect working order that has no wear. Unfortunately, you seldom, if ever, will encounter that in the real world. On newer vehicles, door locks won't have much wear, because people rely on the remotes, but the lube, typically a type of grease, gets hard, because the lock is used seldom. This interferes with picking the lock. On older vehicles, the locks might have a lot of wear, but a lock on the passenger door might have little wear. In almost every case, you have to take some steps before you can pick and decode the lock.

When I arrive on a job where I'll use a Lishi tool to generate a new key, I get out of the truck with four items:

» Image 3: The FO38 2-in-1 tool for Ford eight-cut locks

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- The correct Lishi 2-in-1 tool
- A can of spray solvent, typically CRC QD Contact Cleaner
- A Post-It note
- A square of foam for a kneepad

I put the foam on the ground to protect my elderly knees and stick the note on the window. Then, I spray the solvent into the lock and insert the Lishi tool. After I get settled, I begin the process of picking the lock. After the lock is picked, I decode it and write the cuts on the sticky note.

In the real world, the decoding is often the difficult part, particularly with locks that are sloppy, such as GM Z-Keyway locks. It's common to get a "mushy" reading, where you feel the contact, but the pointer might move a full depth before it comes to a complete stop. When I hit one of those, I write the depth where the pointer stopped as my reading but then add the point where the tool made contact under that depth.

If I get a lot of "mushy" readings, I'll make my best guess, pick the lock in the opposite direction and decode it again. That often sorts things out but not always. If I get a reading that's halfway between two depths on the first cut in the lock, I write the shallower depth, because the first tumbler gets the most wear, and a worn tumbler reads deeper than it should be.

After I decide on the cuts, I run them through the "Fill" function of my code program to come up with a progression for any missing cuts. I use Genericode, but most code systems have a "Fill" function to fill in any missing cuts. If I don't get any legitimate codes from what I've entered, it's time to start playing with alternate cuts until I figure it out.

But, because there's always an exception, that doesn't always apply on GM Z-Keyway locks. Those things are extremely crude, mostly because of the warding and the poor grade of pot-metal used to construct the lock. If I don't get any hits on legitimate codes, I just cut what I've read and do a little impressioning.

» My SC1 2-in-1 pick for Schlage "C" pin-tumbler locks

Pin-Tumbler Lishis

The folks at Original Lishi have been hard at work putting out a new series of 2-in-1 tools for pin-tumbler locks. I specialize in automotive work, but I occasionally have to unlock a house or padlock, so I was intrigued by these new tools. Lockouts often seem to come at inconvenient times, so I have to be able to handle them as quickly as possible so I can get back to my regular jobs. And the Lishi pin-tumbler picks definitely make that possible. By using the same basic techniques that I use with the automotive 2-in-1 picks, I now can breeze through picking Schlage and Kwikset locks as quickly as I can unlock most vehicles!

A friend special-ordered a batch of American padlocks that have an extra-long shackle for a trucking company customer. When they came in, one had a set of keys with it that didn't work the padlock. (Probably some mixup at the distributor.) He brought it to me to see whether I could pick it. I never had much luck at picking American padlocks, which is one of the reasons that I used to sell a lot of them back when I worked as a "full-service" locksmith. This lock was no exception. We both utterly failed at picking it by using conventional tools.

My friend really didn't want to drill the thing out but also really had to deliver it to his customer. I took that opportunity to order a Lishi AM5 2-in-1 pick, and I was able to pick the lock relatively quickly. In this case, I wasn't interested in decoding the lock, because my friend already had a cylinder set up for his customer, so after it was picked, we just swapped the cylinders.

All in all, the pin-tumbler 2-in-1 picks are a great investment for someone who has the time and patience to learn to use them. But, if you break conventional picks on a regular basis or don't have much patience, you might want to save your money. These are precision tools and must be treated with respect.

Incidentally, I NEVER broke a lock pick while trying to pick a lock. I've broken quite a few while trying to do things that they weren't designed for, but never in the process of picking a lock.

Picking the Lock

One of the coolest things about Lishi 2-in-1 tools is that they all work the same way. After you master picking with one pick, you can transfer that knowledge to essentially any lock system. The basic technique is the same regardless of whether you pick a Ford eight-cut lock that has six tumblers, a Ford HU100 "high security" side-milled lock that has

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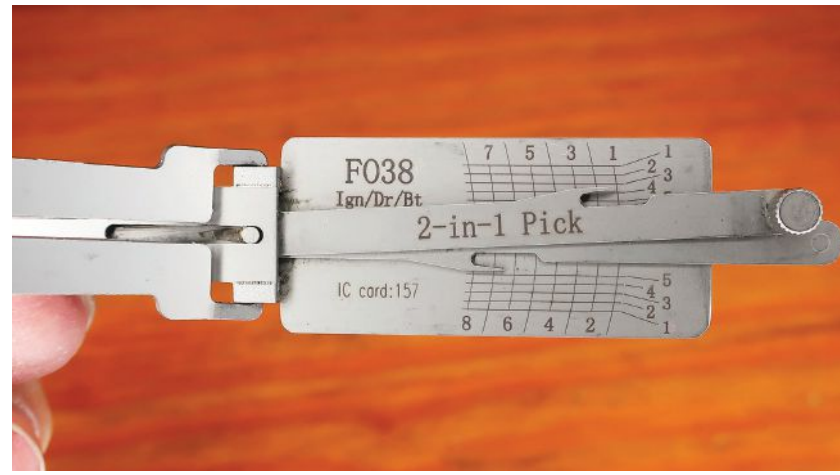
10 tumblers or a Honda four-track lock that has 12 tumblers.

Basically, you first clean the lock with spray solvent. Carefully insert the tool into the lock so after you pick the lock, the scale will point up to make the decoding easier. Locate each tumbler and make sure it moves when you use the probe and apply turning force to the lock in the direction that you want to pick the lock. Follow the steps below, over and over, until the lock picks.

- Check a tumbler with the probe and determine whether it's "springy" or rigid.
- If the tumbler is springy, move to the next tumbler.
- If the tumbler is rigid, push it until it "clicks" and becomes springy. (You might have to vary the turning force slightly, but DO NOT use excessive force to move the tumbler. If it won't move, skip it and come back to it later.)
- Move to the next tumbler and repeat the above process until the lock picks
- If you get to a point where you believe you aren't making progress, release the turning force and start over.



» Image 4: A closeup of the decoding scale on the main body of the pick

Remember that every time you release the turning force on the lock, you're starting over. You'll learn by practicing how much turning force to use and how to vary the force as you manipulate the tumblers. Also, as you work your way through the tumblers, you might learn that a particular lock has a "picking order." You can use that knowledge on successive attempts. I normally begin by working my way down one side of the lock and then the other.

These steps might sound simplistic, but that really is all that there is to it. Practice allows you to develop a "feel" for the process, and in time, you'll pick and decode locks easily. When I interviewed people who wanted to become a locksmith, the first question I always asked was, "Do you like to work puzzles? I believed then, as I do today, that a person who doesn't like to work puzzles never will be a good locksmith. The patience required for working complex puzzles is a requirement for many locksmith jobs, and using Lishi tools is a perfect example of that.

Steve Young has been a locksmith since 1973 and has trained and taught locksmiths since 1988. He is a frequent contributor to Locksmith Ledger.

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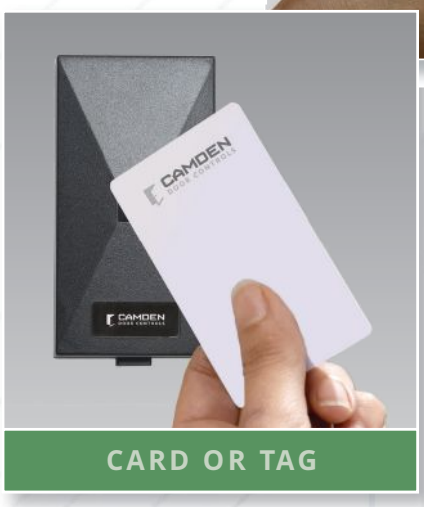

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by Steve Lasky

More on Behavioral Healthcare Facility Security

When it comes to providing security, behavioral health is a world unto its own. A behavioral health facility has to protect patients from themselves as well as people inside and outside such a facility.

Getty Images/By sshepard

Locksmith Ledger recently discussed the issues of security and safety in behavioral health facilities with several industry experts. The participants include Christine Cicchetti, product manager for hinges and behavioral health access solutions, and Grant Heppes, distribution development manager for electronic access and data, at dormakaba; Mark Berger, president of Securitech Group; William Sporre, vice president of national and international sales and marketing at Marks USA; Tom Morgan, director of business development-healthcare at ASSA ABLOY Opening Solutions; and John Truempy, an institutional locksmith and the first president of ALOA's division for institutional locksmiths.

Because of the magnitude of the subject matter and quality of the discussion, we broke up this roundtable. The first part ran in our February 2022 issue.

Q How has the fallout from dealing with COVID affected security at behavioral health facilities?

Christine Cicchetti/Grant Heppes: Security remains a high priority. Behavioral healthcare facilities have taken additional steps to maintain security and reduce potential contamination points concurrently. Two trends have emerged.

Behavioral health sites, as with most of healthcare, have intense protocols for staff and new patients, because they have a high population of people who can't be relocated easily. When new patients come in, they typically have to quarantine for up to two weeks in designated areas. COVID has increased the necessity for these spaces, which means that facilities are installing ligature-resistant hardware and hinges throughout a building. In essence, any location has the potential to be transformed into a quarantine space. That's led to a lot of retrofitting of atypical patient areas.

In addition, touchless technology and automatic operators and closers have emerged as an important frontline defense to reduce the number of touchpoints for staff and patients. The demand for touchless access will continue to grow.

Mark Berger: COVID hasn't changed the life-safety or security requirements within these environments. Rather, it has gone a step further in restricting who can enter as a visitor to provide services. Certain projects haven't been undertaken during the COVID period to minimize the introduction of outsiders into these closed environments.

William Sporre: Most facilities were, and some still are, closed to any work being done at their facilities while the COVID risks remain high. They only are providing work on emergency projects, having restricted any outside evaluations or presentations of new ligature-resistant product. They also have limited access to any evaluations on the hospital. It seems that The Joint Commission, which oversees the

Christine Cicchetti/Grant Heppes: Behavioral health sites, as with most of healthcare, have intense protocols for staff and new patients, because they have a high population of people who can't be relocated easily. When new patients come in, they typically have to quarantine for up to two weeks in designated areas. COVID has increased the necessity for these spaces, which means that facilities are installing ligature-resistant hardware and hinges throughout a building. In essence, any location has the potential to be transformed into a quarantine space.

hospitals and the standards they must adhere to, isn't as active with the hospitals at present.

Tom Morgan: COVID has caused a myriad of new challenges and requirements for all buildings, and behavioral and mental health facilities are no exception. However, COVID also has presented an opportunity for key stakeholders to look at their buildings and security strategies and make any necessary upgrades, including adding intelligent access control. Intelligent access control not only can be used to help to enhance the safety and security of the building and building occupants, but it also can be used to help manage the flow of people and limit the number of people allowed in a particular area.

Because security requirements for these environments are driven by their unique and diverse occupancy requirements, you have to consider different solutions for different environments. For example, if the area is designed for children or adolescents, there might be a necessity for a delayed-egress maglock to prevent patients from escaping, while an area designed for substance-abuse patients might require less restrictive measures.

Behavioral and mental healthcare facilities also can benefit from real-time location systems (RTLS). By using data-driven analytics, these systems can increase visibility into the specific location of facility assets, such as a bed or

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Mark Berger: Remember: Behavioral healthcare wards should look more like a hotel than a hospital or detention center. All visible elements on a ward are part of the healing environment. Don't suggest products that conflict with that mission.

pharmaceutical cart, as well as clinicians and staff. This allows for a quick and easy way to perform contact tracing in the event of a COVID exposure.

John Truempy: I'm not sure COVID affected security much in these facilities any more than it did in all healthcare facilities, other than the fact that visitors, such as family members, might be part of a residence's treatment, or group therapy might require more room that provides social distancing that might not have been behind a secure area before. Adding a COVID screening or isolation area within a facility might expand the footprint. Expanding into an area through hospital latches might not meet other codes and are designed not to be secure.

Q With respect to solutions and site surveys, what area or facet tends to be overlooked that the security pro should know about?

Cicchetti/Heppes: Solutions and site surveys that overlook the fact that a behavioral healthcare facility is a healing environment and not simply an institution are out of sync with modern philosophy for this special patient population. When it comes to access, the first thing professionals think about is door functionality and requirements. This often comes at the expense of how the door and its functionality will be viewed by the patient. The door must fulfill its primary duties of security and durability, but it also must meet at-risk patient demands as the environment trends toward a more homelike and less institutional setting.

One of the most overlooked facets of a site survey or solution is a well-designed and managed key system. Many behavioral-health scenarios require staff to gain access to areas quickly. If they don't have the tools or proper equipment, they risk patient safety and overall security, which makes it more difficult for staff and the facility to operate. A well-managed key system has a hierarchy that authorizes use easily and reduces the necessity to fumble through various keys to gain access. For best results, behavioral healthcare facilities should work with a key-system expert and manage control through key-management software.

It's critical that a security expert visit any behavioral healthcare facility that requests new access control solutions. One-size-fits-all solutions don't work in this category. Each site must be evaluated to determine the age of the buildings and the type of healthcare delivered. In addition, adding a registered nurse (RN) to the conversation from the start of any evaluation is highly recommended. RNs have a frontline perspective regarding patient care. In a typical healthcare access-control-solutions planning meeting, an RN wouldn't be involved. In behavioral healthcare, however, they ask important questions and provide details that can make the difference in the success rate of any new solution.

Berger: Every detail of an opening must be reviewed when a security pro performs a site survey, not only those that they might have been brought in to correct. Speaking to the staff and understanding the makeup of the patients are critical in selecting the correct solutions. And if you're in a youth facility, recommend products that are more durable and abuseproof than you would for an elder-care ward.

And remember: Behavioral healthcare wards should look more like a hotel than a hospital or detention center. All visible elements on a ward are part of the healing environment. Don't suggest products that conflict with that mission.

Sporre: Ligature-resistant hardware isn't restricted to just psychiatric hospitals. Although healthcare facilities might be a main user, anywhere people who have a possibility of doing harm to themselves are held would be a candidate for ligature-resistant hardware, including detention areas in schools and courtrooms.

Patient care has changed. No longer are all patients treated the same, and it no longer is just patients' rooms but complete floors that should use this hardware. This calls for a vast array of lockset designs that have to be furnished.

Morgan: All healthcare facilities, including behavioral-health environments, are required to perform and provide a written record of annual fire-door inspections to stay compliant with the Centers for Medicare & Medicaid Services. The adoption of the National Fire Protection Association (NFPA) 80 National Life-Safety Code requires a minimum of the following items to be verified:

William Sporre: Up until now, it was almost entirely mechanical locking. A shift to wireless access with cellphone credentials, providing lockdown capability, audit trail and better access security to patient rooms, will occur. With testing and continued input from healthcare facilities, development of mechanical ligature-resistant hardware also will continue.

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- Labels are clearly visible and legible.
- No open holes or breaks exist in the surfaces of the door or frame.
- Glazing vision light frames and glazing beads are intact and securely fastened in place, if so equipped.
- The door, frame, hinges, hardware and noncombustible thresholds are secured, aligned and in working order and have no visible signs of damage.
- No parts are missing or broken.
- Door clearances don't exceed clearances listed in 4.8.4 and 6.3.1.7.
- The self-closing device completely closes when operated from the full-open position.
- If a coordinator is installed, the inactive leaf closes before the active leaf.
- Latching hardware operates and secures the door when it's in the closed position.
- Auxiliary hardware items that interfere or prohibit operation aren't installed on the door or frame.
- No field modifications to the door assembly have been performed that void the label.
- Meeting edge protection, gasketing and edge seas, where required, are inspected to verify their presence and integrity.

Tom Morgan: COVID has caused a myriad of new challenges and requirements for all buildings, and behavioral and mental health facilities are no exception. However, COVID also has presented an opportunity for key stakeholders to look at their buildings and security strategies and make any necessary upgrades, including adding intelligent access control.

- Signage affixed to a door meets requirements listed in 4.1.4.

For more information, visit www.nfpa.org.

Another great resource is The Joint Commission. The Joint Commission publishes an objective evaluation process of standards that are designed to help to create a strategy to address complex issues and identify vulnerabilities within healthcare environments. You can learn more at www.jointcommission.org.

Truempy: These facilities, just like other specialty conditions, such as MRI, X-ray facilities or pharmacy doors, are never the place for cut-and-paste specs. Just as it might be your first time working, installing or reviewing under these unique conditions, also assume everyone else on a design team might not have done one before. I reviewed a standard many years ago that the hinges and trim were great. The carryover of the coat hook from the bathroom door standard for the rest of the facility wasn't a good idea. This would be a minor oversight in just about every other door in the world, but not in this type of facility. Codes and hardware demands can change from one door to the next and even from one side of a door to the other.

Ligature resistance often is the talking point when doing this type of facility, but keep in mind that barricade resistance also is required, along with Americans with Disabilities Act (ADA) and tamper resistance, among other things.

Getty Images/By Zephyr18

Q What's the latest in technology trends for providing security at behavioral health facilities, and what's next?

Cicchetti/Heppes: Finding the best balance among compliance, design and function is a top priority in behavioral healthcare. Access control solution providers, security pros and behavioral healthcare facilities must work together to fulfill as many requirements as they can with one product. Key questions include but won't be limited to:

- Does the lock or lock body fit within current standards?
- Have all aspects of the design-function aesthetic been taken into consideration?
- Will this solution fit into the existing building blueprint or require a retrofit?
- Does the solution meet ADA requirements?

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John Truempy: Ligature resistance often is the talking point when doing this type of facility, but keep in mind that barricade resistance also is required, along with Americans with Disabilities Act (ADA) and tamper resistance, among other things.

- Does it comply with all codes as determined by the local authority having jurisdiction?

Specific product trends will include further development of ligature-resistant card access locks, card readers built into lock trims, new door closers and auto operators, and the expanded use and technological improvement of antimicrobial and antiviral finishes.

Finally, the demand for behavioral healthcare access solution hardware has increased, because incidents of self-harm are increasing. Access control solutions, such as electronic monitoring, maintaining a holistic planning perspective and increasing knowledge of door hardware with healthcare professionals, such as RNs and other staff, play a role in prevention. Rather than view this as a trend, security pros who view this as an opportunity to improve the safety and security of behavioral-health patients and staff can influence more-positive outcomes.

Berger: Many of the solutions our industry has developed over the past 15 years truly have advanced the art. In many ways, we've achieved a 99% solution and are tinkering with that last 1%.

When we look at behavioral healthcare wards, we break them down into spaces. For patient rooms, I'd say there definitely has been a movement to non-graspable levers, ones where you can't wrap your hand fully around the lever. These are sometimes called "five-point" levers. The enhanced ligature resistance here eliminates tying a sheet around the lever in an attempt to cause self-harm.

Many facilities still are comfortable with the first generation of ligature-resistant levers as facilities balance the risk of harm on those levers versus the less friendly operation of the five-point levers. Newer, ergonomically designed levers attempt to deliver the best of both worlds.

Over-the-door alarms continue to grow in popularity, with newer versions suitable for installation on double-acting doors. Ligature-resistant hinges have matured, with newer double-acting hinges having alarmed tops.

Seclusion-room locking also has matured. Internal multipoint locksets provide superior protection against patients hurling themselves against the door. This, and ward entry doors, are examples where the opposite of forced entry comes into play. Here, the goal is for the products to prevent forcing the door open from the interior.

Electrified ward entry locks also are growing in use, as are sallyports to prevent patient elopement. Sallyports must meet local codes. Some require allowing staff to override the sallyport function at any time, to permit them to exit unimpeded if they believe they're in danger.

Sporre: Up until now, it was almost entirely mechanical locking. A shift to wireless access with cellphone credentials, providing lockdown capability, audit trail and better access security to patient rooms, will occur. With testing and continued input from healthcare facilities, development of mechanical ligature-resistant hardware also will continue.

Morgan: A layered approach to security has become an emerging trend for many facilities. A layered security approach goes beyond simply controlling access to the building at each opening to developing an integrated and intelligent system for monitoring and safeguarding access to rooms, cabinets and other openings throughout. When designing a layered security approach, it's important to ask questions, such as:

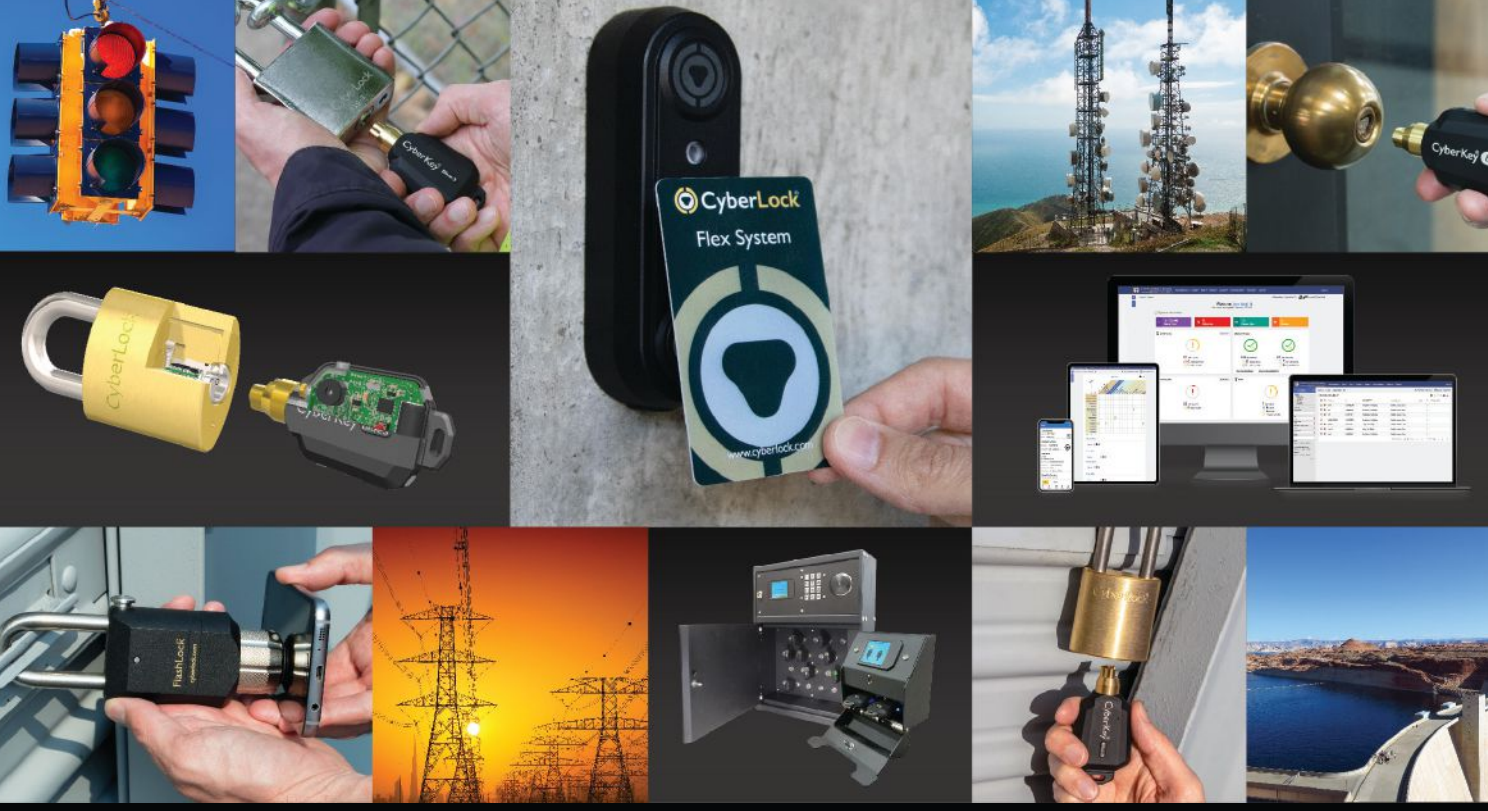
- Who are the users (patients, staff, visitors, etc.), and how will this affect them?
- Is this high traffic or low traffic?
- What level of security is required for each area — general access, high security or even a lockdown area?
- What's the budget?
- What areas are subject to fire or egress codes?
- Are there energy-efficiency and LEED or sustainability requirements?

After you know the requirements, you can tailor the access control capabilities of each opening to match the security requirement. For example, Power over Ethernet (PoE) locks provide the opportunity to secure a door via intelligent access control but also limit potential catch points by limiting patient access to the door-position switch, reader and other peripherals that might be accessed by traditional electronic locks.

A layered approach to security not only will improve access to key areas of the facility, but it also can help to ensure compliance, boost patient and staff satisfaction, improve efficiency and reduce the costs of administration and operations and loss prevention.

Truempy: My normal go-to answer for most views of the future is always "electronics," but this is one I have not seen electronics being the big thing. Other than not-so-new access control and alarms, it's all mechanical. Designs change over time, but sadly it often is, as with fire and building codes, because a tragedy happened.

This also is an area that changes as society changes as we understand mental health better. A padded room or rubber room isn't really a thing anymore, but a time-out room that has special hardware that unlatches itself if the attendant lets go for even a second is.



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More info: www.alarmcontrols.com/en/products/exit-devices/ntb/

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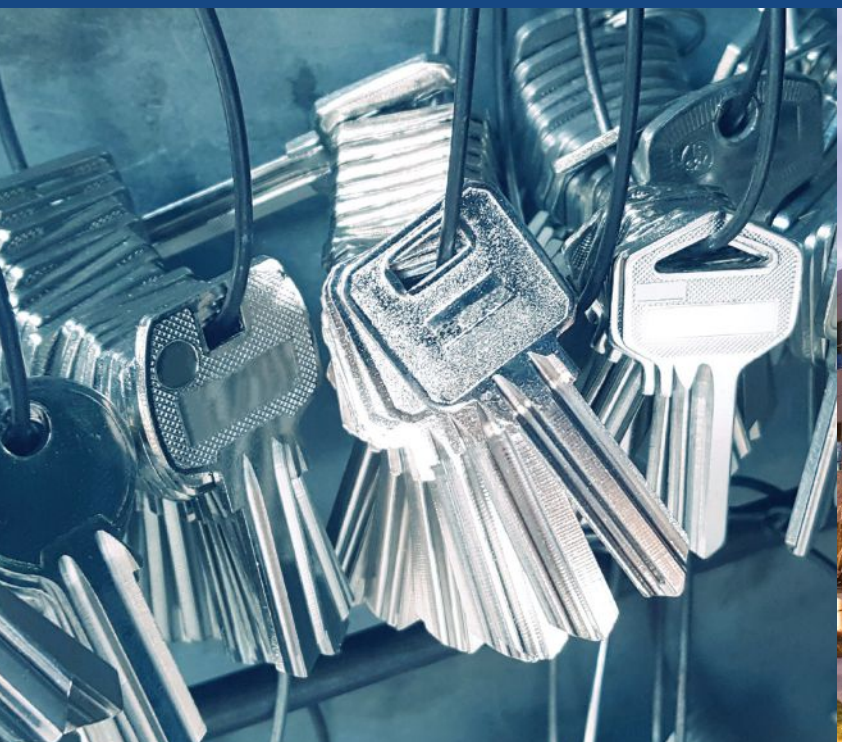

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More info: dortronics.com/products/interlocking-door-control-mantraps/48500-series/

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More info: www.marksusa.com

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More info: www.adamsrite.com/exitsolutions

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Aiphone's IX Series software

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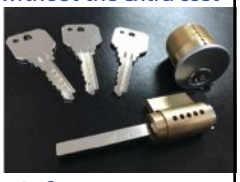

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LOCKSMITH LEDGER International

MARCH

March 9-11: IML California Expo, Universal City, California. Classes March 9-10, Expo March 11. More info: www.imlss.com

March 10-12: Alabama Locksmith Association 2022 Technical Show, Birmingham, Alabama. More info: www.locksmithala.org

March 22-25: ISC West, Sands Expo Center, Las Vegas. More info: www.iscwest.com

March 24-26: H.L. Flake / Banner Solutions 2022 Expo, Houston. More info: bit.ly/3gjq9Ye

March 29-31: National Facilities Management & Technology Conference, Baltimore. More info: www.nfmt.com/baltimore

APRIL

April 4-9: Safetech 2022, Lexington, Kentucky. Classes April 4-8, trade show April 9. More info: www.savta.org

April 11-15: DHI Spring Technical School. Details to be announced. More info: www.dhi.org

April 13-15: IML Washington Expo, Renton, Washington. Classes April 13-14, Expo April 15. More info: www.imlss.com

April 20: Security Canada East, Laval, Quebec. More info: www.securitycanada.com

April 24-29: SHDA Industry Advancement Summit, Frisco, Texas. More info: www.shda.org

MAY

May 27-28: Just Cars Auto Expo 2022, Phoenix. More info: www.justcars.us

JUNE

June 16-17: Southern Lock 2022 Trade Show. More info: www.southernlock.com

June 22-24: IML Colorado Expo, Denver. Classes June 22-23, Expo June 24. More info: www.imlss.com

JULY

July 24-30: ALOA 2022, South Point Casino, Las Vegas. Classes July 24-28, Security Expo July 29-30. More info: www.aloa.org/convention

SEPTEMBER

Sept. 12-14: GSX 2022, Atlanta. More info: www.gsx.org

ONGOING

Alarm Lock, Marks USA and NAPCO Seminars: www.alarmlock.com/seminars

Allegion Security in 30 Webinars: us.allegion.com/en/campaigns/Security-in-30.html

ASSA ABLOY University Webinars: www.assaabloyacademy.com

Detex webinars: www.detex.com/upcoming-training/webinars

dormakaba webinars: www.dormakaba.com/us-en/support/training/webinars

Mul-T-Lock Academy: www.mul-t-lock.com/en-US

SALTO Systems webinars: www.saltosystems.com/en-us/training

Advertiser Index

Company Name	Page	Web Site URL
Adams Rite Manufacturing	59	www.locksmithledger.com/10172463
Alarm Controls	27	www.locksmithledger.com/10171924
Alarm Lock Systems, Inc.	2	www.locksmithledger.com/10171927
Autel US Inc.	33	www.locksmithledger.com/21091903
Camden Door Controls	39	www.locksmithledger.com/10172172
Cansec	17	www.locksmithledger.com/10172183
CompX Security Products	13	www.locksmithledger.com/10207200
Cyberlock, Inc.	47	www.locksmithledger.com/10173607
Detex Corporation	37	www.locksmithledger.com/10172363
HES	35	www.locksmithledger.com/10172649
HPC, a Hudson Lock Co.	31	www.locksmithledger.com/10172692
ISC West 2022	53	www.locksmithledger.com/21247544
KSP	25	www.locksmithledger.com/10172890
Lockmasters Inc.	45	www.locksmithledger.com/10173488
Marks USA	5	www.locksmithledger.com/10172960
Mul-T-Lock	7	www.locksmithledger.com/10173048
Progressive Insurance	19	www.locksmithledger.com/12385545
Salto Systems	9	www.locksmithledger.com/10174710
Seco-Larm	51	www.locksmithledger.com/10174070
Securitron Magnalock Corp.	29	www.locksmithledger.com/10173368
SDC - Security Door Controls	41	www.locksmithledger.com/10173373
Seclock	1, 60	www.locksmithledger.com/10174116
Southern Lock & Supply Co.	52	www.locksmithledger.com/10174614
Stone & Berg Co., Inc.	38	www.locksmithledger.com/10174165
STRATTEC Security Corp.	43	www.locksmithledger.com/10173503
Top Notch Distributors	21	www.locksmithledger.com/10174183
Trine Access Technology	3	www.locksmithledger.com/10173548
UHS Hardware	23	www.locksmithledger.com/21071012
Wesco / Anixter	49	www.locksmithledger.com/10173790
Xhorse USA Inc.	15	www.locksmithledger.com/12385546

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10 YEARS AGO

Our March 2012 cover focus was electronic access control. Jerry Levine took a look at the electronic keypads on the market, including stand-alone, weatherproof, dual-credential and networked models. Chris Clark from **Allegion** wrote about the connected home. Jerry Levine's "Powering Up Your Access Control System with Command Access" article provided tips on choosing the right power supply. Tim O'Leary explained how a **Cansec** Zodiac biometric system helped to solve security issues for a college sorority house. Gale Johnson tested the **Schlage** FE51 Grade 2 lever lock that combined a deadlocking latch for security and an alarm system in the same unit. Locksmith Ledger took a look at the "Build Your Own Safe" custom ordering system from **Inkas Safes**. Steve Young covered servicing the 2011 Hyundai Sonata that uses a then-new Hyundai high-security four-track lock system. Back in 2011, this model wasn't transponder-equipped.

20 YEARS AGO

In March 2002, Bill Neff provided valuable information on locating and removing Toyota and Lexus ECMs and then how to profit by reprogramming these expensive computer modules. Jerry Levine explained the use of the TCL-1 transponder key programmer, an early original from **ASP**. Red Howell discovered a way to service broken Volvo trunk locks. Jerry Levine also reported on the **Sargent & Greenleaf** Pulsetronic safe lock. Joy Skowron provided information on GM vehicle locks supplied by **STRATTEC**. Gale Johnson studied the new key cut decoder by **Speedypik**. Tim O'Leary profiled locksmith distributors **Dugmore & Duncan**, **IDN** and **U.S. Lock**. Tom Gillespie showed a new **Yale** Heritage Premier deadbolt. Jerry Levine reported on the new Everest key system by **Schlage**. Jeff Trepanier solved the mysteries of the FIC trailer locks and the hidden ignition lock retainer on 1991–1994 Ford Explorer models.

Take Our National Average Price Survey

Pricing can be a sensitive topic and a balancing act. Charge too little, and your bottom line will take a hit. Charge too much, and customers will shop around and go elsewhere. You have to factor in travel time, the size and cost of living in your market and your competitors' prices, all while facing substantial increases in fuel and supplies.

A November 2021 Forbes article, "How Much Does a Locksmith Cost?," found that emergency locksmith services (home or auto lockouts) average about $160 per incident. The article also estimated the average hourly rate at $75 and the average residential lock-replacement cost at $40–$100 per lock, plus another $15–$40 per lock for labor.

Locksmith Ledger hopes to provide more-detailed guidance with our 2022 National Average Price Survey, which addresses common residential, commercial, automotive and safe servicing jobs, along with the traditional key fitting and duplication tasks. We added more electronic access control categories this year. (Note that our price survey is only an indicator of pricing trends and not a scientific poll.)

Please fill out our online survey at the link below to help us to accurately determine prices in the marketplace. The survey is anonymous; we don't ask for your business name or location. And you can skip over services you don't provide. There's a space at the bottom for comments and recommendations of categories to include.

Thank you for taking the time to continue this longstanding Locksmith Ledger tradition for 2022. We will share results later in the year.

2022 National Average Price Survey: cygnuscorporate.wufoo.com/forms/z5sm9nc0eqx2vy

The Back Page and You!

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